

# ANGELIQUE PALMER

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and

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## **PROFILE**

Accomplished Lawyer, Dispute Resolution, and Governance professional with solid experience in facilitation, mediation, adjudication, case management, teaching, training and public speaking. Experienced in the public and private sector in matters involving complex commercial, contracts, employment, banking, real estate, insurance, construction, public utility, regulatory compliance, legislative drafting and interpretation.

## **AREAS OF EXPERTISE**

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| ▪ Management, Development, Implementation                              | ▪ Governance                               |
| ▪ Adjudication, Mediation, Arbitration, Alternative Dispute Resolution | ▪ Private and public sector experience     |
| ▪ Case Management, hearings and disposition                            | ▪ Knowledge of Privacy law and legislation |
| ▪ Writing, Research, Analysis  | ▪ Policy Development and Execution         |
|  | ▪ Legislative Compliance Management        |

Areas of Practice: Advocacy and Dispute Resolutions, Complex Commercial, Employment, Labour, Banking, Real Estate, Insurance, Construction, Trade Secrets, Trademarks, and Intellectual property (Complex Commercial Calendar), Public Utilities law (involving Electricity, Natural Gas, Sewer and Water, Telecommunications, and Implementation of New Technology), Landlord Tenant, Consumer Credit, Bankruptcy.

\*Admitted to Illinois Bar and United States District Court Northern District of Illinois Bar

\*\* Certified Mediator: Center for Conflict Resolution, Chicago IL, Certificate of Completion February 2011.

## **Honors and Awards**

- Recipient of Scotiabank's 2015 Best of the Best Award - The Best of the Best Award is the most prestigious honor that Scotiabank can bestow, and is awarded to those who go beyond and outperform throughout the year.
- Selected for The National Association of Railroad Referee's highly competitive 2015 Railway Labor Act Arbitration Seminar.
- Selected as a Fellow for the prestigious and highly competitive 2014 American Arbitration Association A. Leon Higginbotham, Jr. Fellows Program ("AAA Higginbotham Fellows Program") for one year of immersion in neutral and alternative dispute resolution training.
- American Bar Association (ABA) 2002 Minority Externship Grant Recipient.

## **PROFESSIONAL EXPERIENCE**

### **The Condominium Authority of Ontario, Toronto, Ontario**

**2017 to present**

#### **Tribunal Member (Part-time)**

- Conduct mediation and adjudication on various civil matters in the condominium industry within an administrative tribunal.

### **Ontario Ministry of the Attorney General, Superior Court of Justice, Toronto, Ontario**

**2016 to present**

#### **Hearings Officer**

- Conduct mediation, negotiation, facilitation and adjudication to support early resolution of disputes. Conduct hearings by reviewing and analyzing testimony provided by witnesses at hearing, weighing evidence including expert reports, applying rules of evidence and procedure. Render oral and written decisions. Provide information and direction as to hearing practices and procedures, attendance, production of documents, and identification of issues to be dealt with.

### **National Mediation Board, Washington, D.C.**

**2015 – Present**

#### **Arbitrator Roster**

- Adjudicate labour-management dispute appeals, involving the interpretation or application of existing agreement in the railroad industry within an administrative tribunal.

**Scotiabank, Toronto, Ontario****2014 – 2016****Senior Manager, Governance, Policy & Procedures – Enterprise Data Management Office**

Scotiabank is one of the leading international banks in the world.

- Play a leadership role in investigation, analysis, and monitoring of: legislative and regulatory changes; documentation and system/application enhancements; Recommend improvements to data management practices and workflow.
- Responsible for the creation, implementation, and administration of Policies, Standards, and Procedures that support bank-wide enterprise data management and governance for the Enterprise Data Management Office (EDMO) Framework.
- Directing the development, design and implementation of Conflict Resolution processes to support the framework. Play a leadership role in investigation, analysis, and monitoring of: legislative and regulatory changes; documentation and system/application enhancements.
- Facilitation, liaising with, consulting and managing relationships with internal business partners, senior management, and internal/external stakeholders to support consistent decision-making and strategic prioritization while balancing legislative requirements, corporate strategic priorities, stakeholder impacts and operational needs.

**The John Marshall Law School, Chicago, Illinois****2010 – 2014****Adjunct Faculty**

- Responsible for successful creation and implementation of the first Arbitration practical skills course in the Law School's history
- Teaching professionals and law students in the area of Advocacy, Alternative Dispute Resolution, Policy & Governance, Client Counseling, and Ethics
- Responsible for coaching students in preparation for alternative dispute resolution interscholastic advocacy competitions

**Office of General Counsel, Illinois Commerce Commission, Chicago, Illinois****2012 - 2013****Staff Counsel**

- Provided compliance guidance and advice to business officers within Electricity, Natural Gas, Sewer and Water, Telecommunications, and New Technology sectors.
- Ranging from all stages of contested litigation through to legislative drafting, regulation and compliance, and, law/rulemaking.
- Representation and litigation on behalf of the Illinois Commerce Commission (ICC) in Administrative proceedings
- Drafted bulletins and communication for publication to sector to ensure business were properly notified/reminded of regulation and/or regulatory compliance requirements.
- Reviewed marketing and sales materials from the business and provided compliance commentary to ensure compliance with regulatory requirements and industry standards prior to final publication.

**The Honorable Judge Allen Goldberg, Cook County Law Division, Chicago, Illinois****2009 – 2012****Judicial Clerkship/Law Clerk**

- Managed the drafting of legal memorandum and opinions on complex commercial case calendar; extensive legal research on a broad spectrum of substantive matters; case management which involved managing motion, trial call, and documentation on case docket of approximately a thousand cases.
- Worked closely with Judge to assist in resolving substantive motions and cases through traditional litigation and alternative dispute resolution processes.
- Managed weekly deliberative conferences on cases, including those subject to oral argument and mediation.
- Instructed, supervised, and administrated education and training of the judicial externship program.
- Managed legal database and tools to ensure adequate awareness of current legal and legislative stance, changes, and trends.

**CARPLS, Chicago, Illinois****2009****Legal Aid Attorney**

- Managed case evaluation and resolution, Conflicts, Client counseling, legal research
- Managed weekly deliberative conferences on cases, including those subject to oral argument and mediation
- Assessed the adequacy of current regulatory documentation and updated and improved the documentation through research, analysis and monitoring of relevant legislative and regulatory changes within the Banking, Landlord Tenant, Consumer Credit, Bankruptcy, and Family sectors.

- **Stahl Cowen Crowley Addis LLC, Chicago, Illinois** **2006 - 2008**  
**Associate**
- Managed client counseling and interview, case evaluation, and preparing law suit to be filed accordingly in various jurisdictions
  - Managed discovery; motion practice, filing of pleadings and other legal documents; attend depositions, hearings, examinations/inspections, and review transcripts; case management and strategy development;
  - Represent clients at hearings, arbitration, mediation, and other legal proceedings
  - Managed negotiations to achieve final resolution of case and arrange legal settlements
  - Member of firm Marketing (internal and external) and Recruiting Committees to enhance firm development; Represent and promote the firm within the community and at public, social and business gatherings.

- Querrey & Harrow, Chicago, Illinois** **2004 - 2006**  
**Associate**
- Managed discovery; motion practice, filing of pleadings and other legal documents; attend depositions, hearings, examinations/inspections, and review transcripts; case management and strategy development;
  - Represent clients at hearings, arbitration, mediation, and other legal proceedings
  - Managed negotiations to achieve final resolution of case and arrange legal settlements
  - Member of firm Marketing (internal and external) and Recruiting Committees to enhance firm development; Represent and promote the firm within the community and at public, social and business gatherings.

#### **PUBLICATIONS AND SPEAKING ENGAGEMENTS:**

- "Absenteeism and the Impact of the Family and Medical Leave Act (FMLA)", Labor Arbitration Conference 2002; Northfield: Labor Arbitration Institute, Inc. p. 16-33 (2002). George T. Roumell, Jr. and Angelique Palmer
- Speaker, 'Practical Lawyering Skills', The John Marshall Law School Fair Housing Clinic, August 19, 2010.
- Speaker, The John Marshall Law School Trial Advocacy Workshop, June 15, 2011.
- Speaker, "ADR Career and Practice, The John Marshall Law School, ADR Club, November 2, 2011.
- "The Veterans Legal Support Center & Clinic –Helping the Nation’s Veterans", The Challenge –The Illinois State Bar Association, Vol. 22, No. 3, April 2012, Angelique Palmer and Yolaine Dauphin.
- "Room for Me? An Analysis of Whether Mediation is a Viable Solution to School Bullying", Volume 16, The Cardozo Journal of Conflict Resolution, p.221, Fall 2014.
- Speaker, "Dealing with Difficult People", Ontario Bar Association, June 7, 2017 (Toronto).
- Speaker, "'Expert Advice on Launching Your Legal Career: I Have My Law Degree, Now What? (Toronto) - Networking for the Extrovert & Introvert", Ontario Bar Association, August 29, 2017.

#### **EDUCATION/TECHNICAL DEVELOPMENT**

University of Toronto **2000**  
Honors Bachelor of Arts, Major Political Science, Minor Sociology and History

Michigan State University, College of Law **2003**  
✓ Juris Doctor: 2003, Deans List: 2001-2003

Michigan State International Law Review  
✓ Executive Board - Managing Editor of Business: **2002 to 2003**  
✓ Associate Position - **2001 to 2003**, Note and Comment Editor – **2001 to 2003**

2002 National Frederick Douglass Moot Court Competition  
✓ "First Runner Up"; National Competitor

#### **PROFESSIONAL MEMBERSHIP & ACTIVITIES**

The Society of Ontario Adjudicators and Regulators 2015 to present; Women’s Executive Network 2014 to present; Canadian Black Women’s Lawyer Association (2014 to present); National Association of Railroad Referees 2015 to present.

**REFERENCE AVAILABLE UPON REQUEST**